

## **FAQs FOR RENTING CARS ON OFFICIAL TRAVEL**

### **1. What is the US Government's current rental car agreement?**

The current government rental agreement is a comprehensive agreement negotiated by the Military Traffic Management Command (MTMC) with various rental car agencies.

### **2. What does the MTMC Agreement provide?**

It provides the liability coverage for an accident that occurs while an authorized military member or civilian employee is driving a rental vehicle for official travel and found to be acting within the scope of their duties.

### **3. I thought my Citibank government credit card provided insurance for rental cars. What is the difference between MTMC and the coverage provided by my Citibank government credit card?**

Although using the government travel card provides coverage for accidents involving rental cars, the coverage is much less than that provided in the MTMC agreement and includes other limitations.

### **4. How can I ensure that a particular rental company participates in the MTMC Agreement?**

Use your command's designated official travel agency to make travel arrangements. CAUTION: If a travel agent tells you that a rental car company does not offer a government rate that is a red flag that that particular rental car company does not participate in MTMC OR Check the MTMC website for participating locations. Navigating through the website can be complicated. Follow the steps below for determining which companies participate and the type of rental vehicles covered:

For determining whether a rental company is a MTMC participant:

STEP 1: Go to [www.sddc.army.mil](http://www.sddc.army.mil) (The Military Traffic Management Command (MTMC) changed their name on 1 Jan 04 to the Surface Deployment & Distribution Command (SDDC)).

STEP 2: Go to the upper right hand corner and select "passenger"

STEP 3: Under "Carriers and Programs" select "Car Rental Carriers"

STEP 4: Under "Car Rental Carriers" select "Carrier Point of Contact" (A list in Adobe Acrobat will be displayed listing the phone numbers for participating rental agencies. You will then have to contact the rental car agency to find out whether they have a participating rental car company in a specific location.)

For determining what types of vehicles are covered and rates:

STEP 1: Follow STEPS 1 thru 3 above.

STEP 2: Under “Car Rental Carriers” select “ceiling rates”

STEP 3: Under “ceiling rates” select either “domestic” or “international” (A list will appear with participating rental agencies, the vehicles they cover under MTMC e.g. compact, economy, SUVs, and the maximum rate.)

**5. Do all vehicles need to be rented from a rental company participating in the MTMC Agreement?**

Coast Guard policy is that CG members use MTMC participating rental car companies.

**6. What if I am going to a location in which there are no MTMC participating rental car companies?**

Consider using a government vehicle. If a government vehicle is not an option, then you will be depending on the Citibank Government travel card coverage. You should be familiar with the limitations of that coverage as stated below in question #9.

**7. What do I do if I’m involved in an accident when driving a rental car?**

- Report the accident immediately to the rental car company, the police, your command, and Citibank (this last contact is in case the rental car company refuses to pay the claim).
- Get a copy of the police report if possible.
- Contact MLCA Claims & Litigation Branch for assistance: (757) 628-4195
- A claims investigation should be done as soon as possible.
- All documentation should be forwarded to:

MLCA (lc)  
300 E. Main Street  
Suite 400  
Norfolk, VA 23510

**8. Should I purchase the Damage Insurance Coverage that the rental car company offers to make sure I am covered in case of an accident?**

INCONUS: **NO.** IAW the Joint Federal Travel Regulations (JFTR), the rental car Damage Insurance Coverage cannot be reimbursed in the Continental US. (including Alaska, Hawaii, Puerto Rico, and US Territories or Possessions).

OCONUS: Depends upon location - check the JFTR.

**9. Must I use my Government credit card when renting a vehicle from a participating MTMC rental company?**

Yes, for the following reasons: First, the Government credit card provides the rental car company notice that you are on official government travel so that as long as you are renting a thereby providing you the MTMC coverage. Second a MTMC participating rental agency may not refuse to accept the Government credit card. Finally, in case the rental car agency balks at paying the damage,

the government credit card provides some liability coverage. The following are the limitations under the Citibank coverage:

- No SUVs or trucks
- Accident must be reported within 20 days
- Coverage lapses on the 21<sup>st</sup> day.